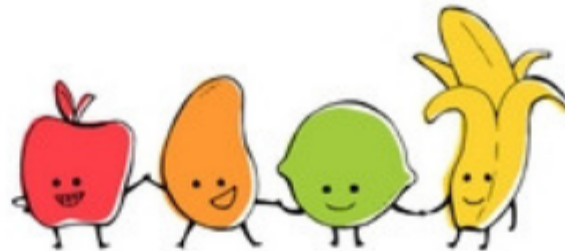


WORKING WITH PEOPLE YOU JUST DON'T GET



respect.connect.thrive.

by

LYNNE SCHINELLA

Working With People You Just Don't Get

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Let's start with the sea. Cleaning stations are places in the ocean where sharks and other predators come to get their teeth cleaned. In an action that seems to be at odds, the shark opens its mouth wide and tiny cleaner fish and shrimp work in and out, gathering the food.



This is an incredible example of two creatures, diametrically opposed, who are working together for mutual benefit. The workplace is simply another ecosystem like the ocean, encompassing a bunch of different creatures from predators and bullies like orcas, to family oriented animals, like dolphins. The difference is that we don't always work out ways to get on.

The biggest cause of stress in any work place is other people, but the good news is that it is usually caused by a lack of understanding and respect for our differences.

Working With People You Just Don't Get

In this ebook we take a look at why we're different, how we're different and what can do to improve, whether it's interacting with fellow team members, our managers, our clients or our suppliers.

Because when we do this you simply have less stress and greater productivity. And together those lead naturally to a fatter bottom line.

Who's ever been frustrated with someone at work?



It's a perfectly natural occurrence, if you think about it.

We're each made up of 30,000 different genes, which makes us unique.

We live in a busy, fast paced world, where everything is expected yesterday.

And there are 3 elements that underly every single human interaction which often create barriers for effective communication.

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These three elements combine to bring our own perspective into every situation.

1. I'm listening to you but guided by my own set of values and experiences, causing me to see things my way.

So when you're telling me maybe in a demanding or aggressive tone you need something now, I am thinking about my Year 11 Maths teacher who was a real bully. I didn't like him and I don't think I like you either.

2. What's happening in my life at the time that may be impacting.

So when you're telling me about the problems caused by the new girl, I am thinking of my dad, who can no longer walk, whose dementia is getting worse and worse.

3. My personality traits – the way I am inherently.

So when you're telling me in great detail about something, I'm dreaming of fairy floss and candy canes and little birdies singing in a meadow.

It's no wonder that we have clashes in many ways.

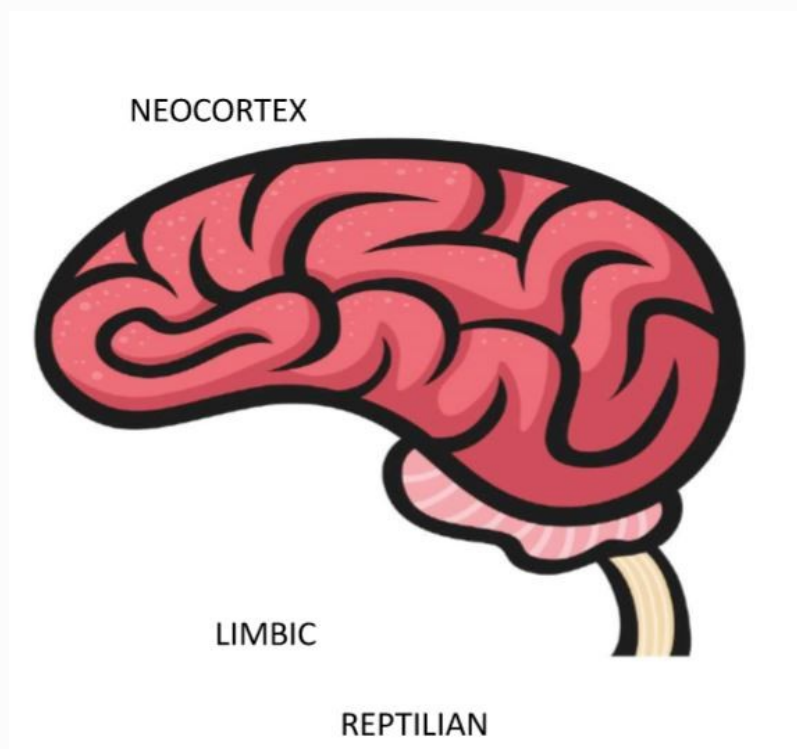
To start, it's useful to have some information about our brain ...

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Our reptilian brain evolved first about 200 million years ago. It's pretty much a survival brain which controls essential biological and physical functions and protects us from predators.

Then some 140 million years later came our limbic brain giving us emotion and allowing us to develop as social animals.

Then just a few million years ago our neocortex developed which takes up 80 % of our brain mass. All this room gave us a place to think – the bit that makes us human, our thinking brain.



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Our brain has two hemispheres. Broadly speaking, in pop psychology, the left brain is for language, analysis, logic and numbers; the right brain is for imagination, connecting with people, emotion, creativity.

Nearly 2500 years ago Greek philosopher and medic Hippocrates put forward a theory that instead of our personalities being designed by the gods or the stars, it was in fact a result of a balance of bodily fluids: black bile, yellow bile, blood and phlegm.

He hypothesised that there were 4 basic personality types, and depending on that balance of fluids, created a certain temperament.

What's incredible about this is that today, as we can study live brains, we know we have four thinking parts in our brain, each one of them that matches up with the theory of a Greek medic, 2500 years ago.

This has formed the basis for much of our behavioural profiling throughout the ages.

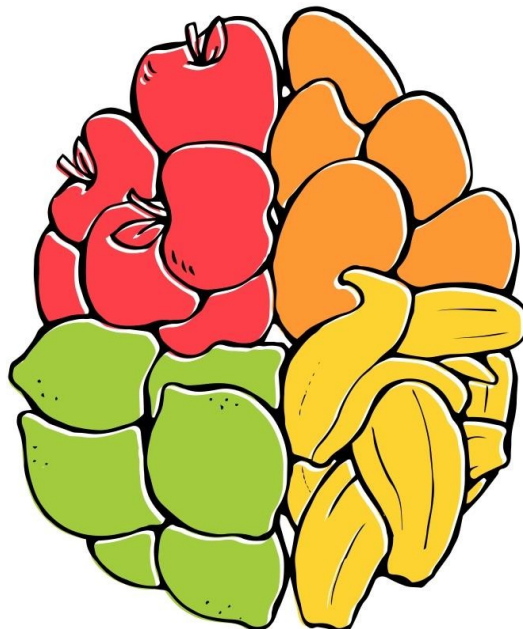
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FRUIT SALAD

At Ripe Learning, we call our four thinking types Apples, Mangoes, Limes and Bananas. Click [here](#) to try our sampler profile quiz. The Apple and Lime are left brain, the Mango and Banana right. In the following pages we briefly describe the characteristics of each preference.

Note: this a preference only

We are complex human beings who can not be boxed in by a few simple traits. In this ebook we describe extreme versions of each type of behaviour, in order to provide a guideline for recognising characteristics in yourself and others.



For more detailed explanations and ways to work with different people see www.bitemebook.com

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APPLES

Apples **LOVE** achievement, competition and results.

Strong Apples will do anything to get the result they want, from treading on toes to breaking all the rules. They have an incredible self belief the rest of us can only marvel at; that whatever they try they need to be the best. They love risk taking and new challenges, not only for the win but the challenge of mastering a new skill.

They are intrigued and excited by new ideas and stimulated by heated, intellectual debate (which the rest of us call conflict). They also love being in control, which is why you find many of them in executive roles. And their biggest fear is losing it.

A source of great **FRUSTRATION to Apples is stupidity, incompetence and people who can't keep up. But Apples have the gift of critical thinking, which allows them to consider a problem, see a number of solutions and then quickly choose the right one (most of the time).**

They are fast, logical thinkers which means the rest of us often struggle to keep up. They are big picture thinkers, impatient with detail and slowness.

Apples get very frustrated with a lack of independent thinking. They will help to solve your problems but they want to know you've thought it through first.

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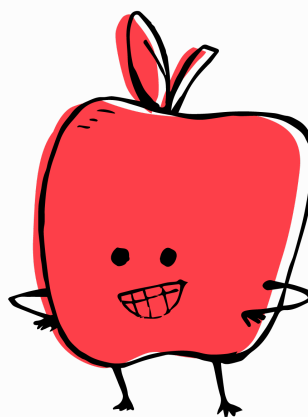
CONFLICT

They look for challenge and opinions to cross, often just for the fun of it. This makes them bold, brave and confident to make the hard decisions.

When it comes to conflict, strong Apples quite enjoy it. This is because they don't see it as conflict, but intellectual debate, robust discussion. They take nothing personally, so once the conflict is over, it's over.

Some of the best things about Apples:

- o You always know where you stand**
- o They will always take action**
- o They're smart, logical decision makers**



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MANGOES

Mangoes **LOVE** a lot of things because they are the glass half full Fruit. Living life to the fullest, they tend to see the positive in every situation. They love being around people and they love to party.

Mangoes are idealistic by nature, dream big and want to change the world. They get bored easily so thrive on variety and on change. This means they're great at leading change through an organisation.

Like Apples, they are quick thinkers but they are random, rather than logical, having many folders open at the one time.

They are natural storytellers and enjoy the limelight which means they may steal time at dinner parties and team meetings.

They get **FRUSTRATED** with the rules!

Dedicated rule breakers, they usually have some justification why they don't adhere. They hate negativity purely because they are so positive themselves. They're big picture people with big ideas and get frustrated when others shoot them down (despite the chances of success).

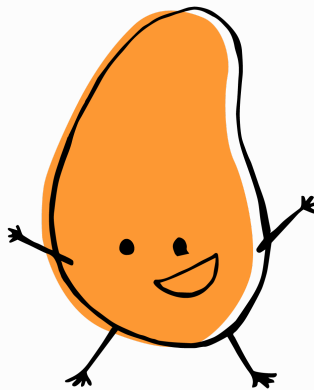
Mangoes can't stand detail so will be the ones getting reports in late and missing appointments because the address wasn't quite right. And finally, they get frustrated with small mindedness and inflexibility as they are such open thinkers themselves.

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Mangoes don't rush towards conflict but they will face it, simply because people are to be enjoyed, not argued with. They hold no grudges, and have the ability to move on easily.

Some of the best things about Mangoes

- o You always know where you stand**
- o They will always take action**
- o They're smart, logical decision makers**



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LIMES

Limes **LOVE** a job well done. They will work as hard as they can to do a task perfectly from start to finish.

They love systems and procedures, rules and regulations, happy when a manual is completed or spices arranged alphabetically.

Many Limes are creative, enjoying a great sense of beauty, but unless they are in the arts, this quality often flies under the radar. Limes are driven by stability and security so are happiest when life is predictable.

Because they are perfectionists, and they set such high standards for themselves and others, Limes get **FRUSTRATED** with a lot of things. Primarily Mangoes.

People who break the rules.

Who don't follow through.

Who are late.

Who don't listen.

Who talk too much without thinking.

They are deep careful thinkers who don't speak unless they have something of impact to say and so get frustrated with the dominating Apples & Mangoes. They are excellent listeners.

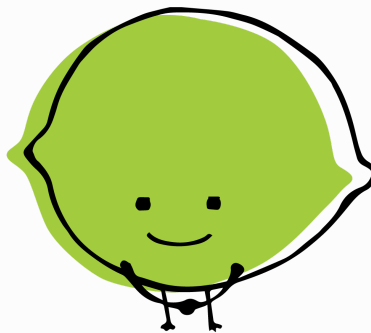
And we need to listen to our Limes, who are not optimistic by nature, tend to be able to see any gaps in a plan. Limes are the Fruit who find change the most difficult which can be a great source of stress.

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Limes don't like conflict, but once engaged in it, become immovable. Because of their innate resistance to change, they can be stubborn and unforgiving.

Some of the best things about Limes

- o they bring a calm logic to the table**
- o they make sensible decisions**
- o they are great at planning & process**



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BANANAS

Bananas **LOVE** relationships and they love harmony. They are happiest when their relationships are in sync at work and at home.

One of their key drivers is to enjoy being part of a successful team. They don't need the accolades but need to feel part of a family whichever community they are in.

Bananas love to make other people happy. Genuinely altruistic they are happy to go out of their way to make other's lives more enjoyable. Being in a caring role gives them a sense of purpose.

Bananas are loyal, patient and kind, making them great mediators and connectors.

Bananas greatest **FRUSTRATIONS** come from not being listened to, not appreciated. Because they are such givers, they want the same opportunity which they don't always get with the dominating Apples and Mangoes.

They can't stand aggression, impatience or intolerance, because they are none of these things. They don't like being called weak or emotional. They see themselves as accommodating, others may see them as indecisive. This makes them defensive.

Finally they get frustrated with a lack of awareness. Because they are highly intuitive themselves, they get annoyed when others can't see that something or someone is not quite right.

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Strong Bananas will run a mile from conflict. However, their idea of conflict may be different from yours, seeing confrontation as a negative thing and fearing argument and raised voices.

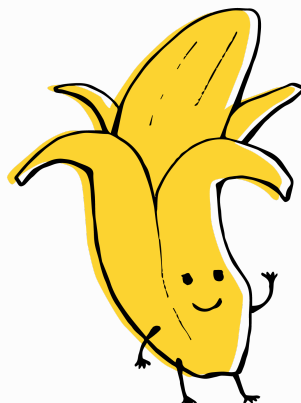
Ironically, however, conflict often occurs with Bananas because of their inability to say no. Genuinely wanting to help they say yes to everything.

This results in them taking on too much, often not able to fulfil their commitment to the very person they wanted to please in the first place.

A more detrimental consequence is that Bananas bottle up their frustration at being asked to do so much, until one day they explode, leaving people wondering what was wrong. Bananas need to speak up.

Some of the best things about Bananas

- o warm, caring energy**
- o great team players**
- o great collaborators & mediators**



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So how can we work better with people who are different to us?

If we understand the ways in which others need communication, we have a better chance of connecting, and getting more done, with less stress.

Apple

You'll get the best results if you follow this advice:

Be fast.

Be logical, use reason and present facts.

Be direct, to the point.

Don't talk about feelings.

State precedents.

Link your argument to results.

And ALWAYS, ALWAYS STAND UP TO THEM, if you want to earn their respect.

The biggest issues you'll face with a **Mango is getting any detail at all, getting them to pay attention to what counts and losing interest.**

For best results with Mangoes, try this:

Be fast.

Be fabulous.

Tell them straight – hit them between the eyes and drag their attention back to you.

Talk big picture, only give detail as necessary.

Use visuals to support your case.

Stand fast, don't give in to their charm. Show them how their reputation can be enhanced.

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Lime

If you're loud, quieten down.

If you're fast, slow down.

Don't invade their space.

Give them facts, give them detail.

Listen to them, appreciate them.

Don't demand.

Respect their need for space and time.

The biggest issues you'll have with a **Banana is that they tend to take things too personally, and they talk too much, wasting time and reducing productivity.**

Try this:

Don't cut them off or finish their sentences.

Don't raise your voice unnecessarily.

Take time to listen.

Empathise.

Encourage them to speak up & let them have the floor.

Take the time to chat but stay in control.

Take the time to build a relationship & you will be rewarded with massive loyalty.

Don't take them for granted.

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Less Stress. Greater Productivity.

If you really want to create less stress and greater productivity (and productivity is more important than ever now) then increasing your self awareness and relationship skills will take serious commitment.

Not just interest, but commitment. But as you do you will see the results. A happy, engaged, loyal team will not only deliver increased productivity, they will stay longer and reduce hiring costs. You'll simply get more done.

It's time to gather yourself, look at those around you and know there is only one way forward. Don't try to control everything: that's way too hard, and overwhelming. But you can control your own behaviour, and how you work, motivate and influence others.

Because when you commit to it, and you get it right, there's less stress and greater productivity.



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Lynne is available for speaking and coaching around respectful, influential workplace communication.

She also has a **Video Training Programme that can be run in house with smaller teams.**

WANT TO KNOW MORE? BUY THE BOOK
Bite Me! and other do's and don'ts of dealing with our differences

or please do get in touch
support@lynneschinella.com.au

www.lynneschinella.com.au

AUS +61 0419 186 984
Support + 61 0433 881153

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